

Knox Region CQI Program Regional Structure

Regional Description

The Knox County region is one of the state's three one-county metropolitan regions. Knoxville is the largest city in the region and is the 3rd largest city in the state of Tennessee with approximately 179,000 residents according to the 2010 census.

Approximately, 200 employees are stationed in the Knox Region. All employees are housed at the main DCS office with the exception of the 7 Child Protective Services (CPS) staff who works Severe Abuse investigations and 2 Court Liaisons. These employees are located at the Family Justice Center, approximately 3 miles from the main office. Several Central Office employees are also located in the Knox Region and provide additional support on areas such as Adoption Assistance, Licensure, Fiscal, Training, Program Accountability Review (PAR), Quality Service Review (QSR), Program Evaluation, Continuous Quality Improvement (CQI), Customer Focused Government, Information Technologies, Independent Living, Special Investigations Unit (SIU), Well-Being and Program Support.

The Knox region is dedicated to improving practices in order to support the Mission and Vision of DCS. The Knox Region has 8 regional CQI teams. These teams are designed to problem solve around opportunities for improvement from data gained from surveys, Quality Service Reviews, case reviews and data gathered from the TFACTS.

Leadership CQI Workgroup(s)

Core Leadership

The Core Leadership meeting is held once per month in the Knox region. This meeting typically occurs on the second Tuesday of each month. During Core Leadership, information is disseminated from the Regional Administrator meeting and each program area has scheduled time on the agenda to discuss areas of regional importance. Team Leaders are encouraged to attend and filter the information gained from Core Leadership to their teams through their staff meetings. Often, the Core Leadership team invites community partners come in to discuss programs and services they have available to customers in the Knox region.

Quality Practice Team

The Knox Regional Quality Practice Team (QPT) meets once per month. This team consists of at least one member of each of the regional CQI teams, the Deputy Regional Administrator and designated members of the training unit. The facilitators for the Regional CQI teams are encouraged to attend but are asked to send a representative to the QPT if they cannot commit to this. Time is set aside during each meeting for each Regional team to discuss their team's progress. This helps the region ensure improvement initiatives are not being duplicated, each CQI team is able to support one another and all teams are moving in the same direction.

CQI Workgroups**Safety Team**

The Safety Team includes Family Service Workers (FSW), Team Leaders (TL's) and Team Coordinators (TC's) from both CPS and Social Services with ad hoc members utilized as needed. The purpose of the Safety QPT is to identify risks to the safety of children, families, visitors, staff, DCS and the community in order to reduce those risks and improve service provision internally and externally.

Permanency Team

The Permanency Team is comprised of TL's, TC's and FSW's from Social Services and Resource Parent Support as well as the Regional Kinship Coordinator and Child and Adolescent Needs Services (CANS) Consultant. The purpose of the Permanency QPT is to reduce system barriers to assist families in achieving timely permanency.

Well-Being Team

The Well-Being Quality Practice Team is composed of individuals from the Well Being Unit (Psychologist, Education Specialist, Independent Living Specialist, Health Advocacy Representative, Service and Appeals Tracking Coordinator, Nurse, and CANS Consultant), Well-Being Liaison, Team Leader, and FSW. The purpose of the team is to continue efforts to improve the well-being of children and families that we serve by addressing their physical, mental, educational, and independent living needs.

Employee Support Team

The Employee Support Team is comprised of DCS staff from all program areas within the region. The purpose of the Employee Support Team is to support Knox Region by ensuring staff have a safe, ethical working environment.

Recruitment, Retention and Kinship Team

The Recruitment and Retention Circle is comprised of DCS staff from all program areas and active foster parents in the region. The purpose of the Recruitment, Retention and Kinship Circle is to support our Knox Region foster parents as they care for our children, explore options to retain our current foster parents, and brainstorm methods of recruiting new foster parents.

Youth Team

The youth circle is composed of CWBC's, FSW's, individuals from the Well-Being unit, JJ staff, community partners, Resource Parent Support staff and the CQI coordinator. The purpose of the Youth Team is to assist youth transitioning into adulthood, to find solutions to current issues that Knox Region foster care youth are facing, and to ensure quality services are provided to these youth.

Professional Development Team

The Professional Development Team is composed of the Accounting Technician, Resource Linkage and Volunteer Coordinator, Human Resources Technician, On the Job Training Coordinator, Regional Nurse, Regional Psychologist, Master Trainer, TFACTS Trainer, TL's, CANS Coordinator, Regional Facilitator, CQI Coordinator and FSW's. The purpose of the Professional Development Team is to utilize data to assess the professional development needs of the staff, foster parents, community partners and other stakeholders in order to ensure delivery of a wide range of relevant, high quality training opportunities.

Regional CQI Schedule

CQI Workgroup	Regular Meeting Time	Facilitator	Scribe
Core Leadership	2 nd Tuesday of each month	April Anderson, Regional Administrator	Varies
Regional Quality Practice Team	2 nd Friday of each month	Katie Lotito, DCS Facilitator	Gina Hyatt, Secretary
Safety Team	1 st Thursday of each month	Dawn Smith, CPS Team Leader	Amanda Rutherford, CPS CM3
Permanency Team	2 nd Thursday of each month	Dave Hall, Social Services Team Leader	Amanda Jones, Facilitator Team Leader
Well Being Team	4 th Monday of each month	Sonya Miller, CANS Coordinator	Pamela Tipton, Services and Appeals Tracking Coordinator
Employee Support Team	3 rd Friday of each month	Nancy Roller, Property Officer	Varies
Recruitment, Retention and Kinship Team	2 nd Wednesday of each month	Jennifer Stamper, Resource Parent Support Team Leader	Varies
Youth Team	2 nd Thursday of each month	Melissa Wroe, Social Services Case Manager	Amy Dawson, Child Welfare Benefits Counselor
COA Training Team	4 th Tuesday of each month	TBD – this is a new team	TBD

CQI Data

Each CQI Circle is responsible for reviewing data on a periodic basis based on when the reports are completed. Monthly reports include the DCS Scorecard (some data elements are only available quarterly), CANS, Incident Reports and Accidents. Quarterly reports include the Case Process Review results and all elements of the Risk Matrix. Annual reports include satisfaction surveys and QSR results. Risk Matrix results are reviewed quarterly and teams are responsible for developing a plan for any areas where the Knox region falls below the target indicated on the Matrix.

Note: These measures will be updated as the Accountability Plan and Risk Matrix are updated for DCS. All changes will be approved through the Knox QPT.

Knox CQI Circles	CQI Data	Risk Matrix	COA Standards
Safety	DCS Scorecard, birth parent survey, other as requested by QPT	Priority Responses, Overdue Investigations, Overdue Assessments, Child Fatalities/Near Fatalities	CPS
Permanency	DCS Scorecard, birth parent survey, other as requested by QPT	TPR's (will need to include a legal representative), Face to Face Contacts	Foster Care; Adoptions; Kinship; Juvenile Justice

Knox CQI Circles	CQI Data	Risk Matrix	COA Standards
Well Being	DCS Scorecard, CANS, other as requested by QPT	Eligibility, EPSD&T Medical and Dental Monitoring, TennCare Appeals, COE Referrals	Behavior Support Management
Recruitment, Retention, Kinship	Resource Parent survey	Brian A Placement Exception Requests, Detention Placement, Investigation of Abuse in Foster Homes, Resource Home Approvals, Timely approval of expedited and resource homes, Continuum In-Home Services, Congregate Care (Level 3 and 4 placements)	
Employee Support	Job Satisfaction Survey, Community Partner Survey, Contractee Survey, Accidents	Emergency Response Plan, Facility Observation Checklist, Exposure to Contagious or Infectious Diseases, Safety kits for the prevention/control of communicable diseases, TFACTS Service Requests, Continuations, Travel, Emergency Check Fund, Payment Cards, Cellphones and Blackberries, Overtime, Accidents, Separations, Vacancies, Benefit Issues, Data Capture, Disciplinary, Breach of Confidentiality	Administrative Service Environment; Financial; Ethical; Client Rights; Human Resources; Risk Management; Performance Quality Improvement
Quality Practice Team	CQI Survey, QSR, IR, CPR	Consistent Reviews of Case Files, Audits, Incident Reporting items	
Professional Development		Pre-service, OJT, New Employee Orientation,	Training and Supervision